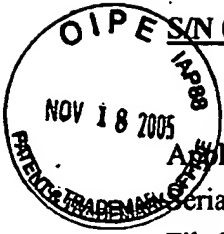


EXPEDITED PROCEDURE – EXAMINING GROUP 3639



S/N 09/379,385

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Richard Ney et al.

Examiner: Thomas A. Dixon

Serial No.: 09/379,385

Group Art Unit: 3639

Filed: August 23, 1999

Docket No.: 2046.087US1

Title: METHOD AND PROCESS FOR ACCUMULATING AND SUMMARIZING
DATA FOR DEFINED TIME INTERVALS WITHIN A CUSTOMER
INTERACTION SYSTEM

AMENDMENT & RESPONSE UNDER 37 C.F.R. 1.116

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In response to the Final Office Action mailed September 14, 2005 and the Interview on
November 9, 2005, please amend the application as follows: